

# Public Works Department Parking Division Performance Review Benchmark Results

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City of San Antonio  
Performance Analysis Team

# Methods

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- 34 municipalities were identified from the International Parking Institute's "Who's Who in Parking" Directory (1999 Edition)
- 22 municipalities responded to the request for information, yielding a 64.7% response rate

# Participating Cities

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- Albuquerque (Pop. 420,578)
- Austin (Pop. 587,873)
- Boston (Pop. 555,249)
- Baltimore (Pop. 632,681)
- Charlotte (Pop. 520,829)
- Dallas (Pop. 1,076,214)
- Denver (Pop. 499,775)
- Detroit (Pop. 965,084)
- El Paso (Pop. 612,770)
- Houston (Pop. 1,845,967)
- Las Vegas (Pop. 418,658)
- Miami (Pop. 369,253)
- Louisville (Pop. 253,128)
- Minneapolis (Pop. 353,395)
- Nashville (Pop. 506,385)
- New Orleans (Pop. 460,913)
- Portland (Pop. 503,637)
- Orlando (Pop. 180,308)
- San Francisco (Pop. 746,777)
- San Jose (Pop. 867,675)
- Tampa (Pop. 290,973)
- Tucson (Pop. 466,591)

# Survey Results

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- Population:
  - Less than 499,999 = 45.5%
  - 500,000 - 999,999 = 45.5%
  - 1,000,000+ = 9.1%
- Form of Government:
  - 77.3% Mayor-Council
- Experience Visitor Influx
  - 95.5% experience a large visitor influx

# Survey Results Cont.

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- Location of Parking Operations:
  - 59.1% located in the central business district
- Types of Parking Operations
  - 77.3% responsible for garages/surface lots
  - 84.6% responsible for meters
  - 72.7% responsible for enforcement
  - 54.5% responsible for security
  - 31.8% responsible for “other”  
(including: ticket collections, downtown circulation shuttle and residential permits programs)

# Survey Results Cont.

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- Type of Parking Management
  - 63.6% have combined management (self-managed and private-contractor managed)
- Contract Operations
  - 54.5% garages/surface lots (of the 77.3% who responded as being responsible for garages/surface lots, 70.6% contract this function out)
  - 45.5% security (of the 54.5% who responded as being responsible for security, 83.3% contract this function out)

# Survey Results Cont.

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- Total Number of Garages
  - 27.3% 1-4 garages
- Total Number of Garage Spaces
  - 27.3% 1,000-4,999 spaces
- Total Number of Surface Lots
  - 36.4% 5-9 surface lots
- Total Number of Surface Lot Spaces
  - 31.8% 500-999 spaces

# Survey Results Cont.

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- Total Number of Meters
  - 54.5% 1,000-4,999 meters
- Revenues
  - 45.5% over 3 million in garage revenue
  - 22.7% under 499,999 in surface lot revenue
  - 27.3% over 3 million in meter revenue
  - 36.4% over 3 million in enforcement revenue



# Survey Results Cont.

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- Expenditures
  - 27.3% over 3 million in garage expenditures
  - 31.8% under 499,999 in surface lot expenditures
  - 22.7% under 499,999 in meter expenditures
  - 13.6%
    - under 499,999 in enforcement expenditures
    - between 500,000 - 999,999 in enforcement expenditures
    - over 3 million in enforcement expenditures
- Event Parking
  - 72.7% operate “event parking”

# Survey Results Cont.

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- Twenty-Four Hour Operations
  - 54.5% operate 24-hour garages/surface lots
  - 50% operate 24-hour security
- Full-time Employees
  - 18.2% 30-39 for garage/surface lot operations
  - 63.6% 1-9 for meter operations
  - 22.7% for enforcement operations
  - 22.7% for security operations
- Part-time Employees
  - 18.2% 1-9 for garage/surface lot operations

# Survey Highlights

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- Employee
  - Albuquerque provides training and various incentives to employees; “employees are the key to success”.
  - San Francisco provides quarterly training to all employees.
  - Tucson, with assistance from the International Parking Institute, developed a customer service training course for its staff.

# Survey Highlights Cont.

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- Internal
  - Houston uses contract employees for “event parking”.
  - San Jose’s garage/surface lot operations have been contracted out since the 1980s.
  - Miami while operating garages/surface lots, has contracted out the security component of operations.

# Survey Highlights Cont.

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- Financial
  - Las Vegas relies solely on the use of meters and monthly payment arrangements for enhanced revenue control/capture at all of its surface lots.
  - All surface lots in San Francisco are metered.
  - Orlando has a boot/tow policy in effect for their garages/surface lots.

# Survey Highlights Cont.

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- Customer
  - Parking management in Albuquerque is active in various “downtown” advisory boards.
  - San Jose and San Francisco have both employed the use of “pay on foot” machines for off-street parking.
  - Though garage/surface lot operations are contracted out, Louisville has established standards and guidelines for proper signage in all facilities.